

DOWN UNDER ENDEAVOURS

520 W. Erie St. Suite 120, Chicago IL 60610
Tel: 312.951.8517 Fax: 312.944.8657

BOOKING TERMS & CONDITIONS



The following booking terms and conditions form the foundation of your contract with Down Under Endeavours Inc. also referred to in the following terms as 'we', 'our', 'us' and 'ourselves.' All third parties who provide services to you are referred to as 'suppliers' and 'service providers' in the following, and this includes but is not limited to airlines, tour operators, hotels/motels/guesthouses and car rental companies. The following conditions are applied equally to all bookings made with us or through us. **A signed copy of these terms and conditions is required to be held on file prior to any travel documents being issued.**

Deposits: A non-refundable deposit of \$500.00 per person is due at time of confirmation plus any additional deposit required by suppliers. All itineraries are quoted on a request basis only. Once a deposit has been paid, we will obtain complete confirmations. If a selected itinerary component is unavailable, we will notify you as soon as possible to discuss a suitable alternative. Group deposits AND payments vary based on passenger numbers and can be provided on a group specific basis. We will offer and highly recommend the purchase of Comprehensive Travel Insurance at the time of deposit to protect against losses covered by the insurance policy. Copies are available upon request.

Payments: Full payment is due 8 weeks prior to the date of departure. Any bookings made within 8 weeks of the date of departure will require full payment at the time of booking. Payment may be made by cash, check and/or credit card (Mastercard, Visa, American Express and Discover). Prices may reflect a discount for payments by check/cash. All payments received within 6 weeks of departure will be required to be made by credit card or a certified bank check. We reserve the right to pass on in full at anytime increases in costs, including rates of exchange, for confirmed arrangements which may be introduced by suppliers or governing bodies (taxes and security fees etc in this instance). We also reserve the right to correct all and any errors and omissions, both prior to and after your booking is confirmed.

Airfare: Cost is subject to change until paid in full. All airfare must be paid in full before tickets issued.

Contracts with Suppliers: Down Under Endeavours serves as an intermediary between you and the suppliers on the travel itinerary, regardless if arrangements are being made for land, air or both. The provision of services by the suppliers may create a contract between you and the respective suppliers. We cannot accept liability in relation to any or all acts by suppliers, with such liability resting solely with such suppliers. Specific supplier conditions that may apply to your booking are available upon request. Should a supplier cancel or make changes to your booking, we will do our utmost to offer assistance. However, we cannot accept liability for any costs and/or expenses incurred as a result of any such cancellations and/or changes.

Minimum Booking Fee: Minimum booking is \$5000.00. For bookings less than this amount, a \$50.00 per person booking fee applies.

Cancellation: If you or any member of your traveling party needs to cancel, the cancellation(s) must be advised in WRITING. Insurance premiums and amendment charges remain 100% non-refundable. Deposits are 100% non-refundable.

- Outside of 35 days prior to departure, loss of deposit plus any fees levied by the hotel/suppliers/airlines.
- 35 - 15 days prior to departure - 50% of tour cost plus any fees levied by the hotel/suppliers/airlines.
- Within 14 days of departure - 100% cancellation fee of tour cost.

All refunds, if applicable, will be determined by us in consultation with our suppliers.

All refunds will be paid after any applicable cancellation and administrative charges have been applied, and will generally be forwarded within 6 weeks of your return. Due to extraordinary circumstances, some refunds may take longer to process.

We will return all unused air tickets to the respective airlines for a refund where possible. Please note that refunds for partially used air tickets are often less than the pro rated round trip and, in some instances, will carry no residual refund value. No refunds will be offered for vouchers or tickets that cannot be returned to us.

Insurance: Comprehensive Travel Insurance is strongly advised for all passengers. Should you elect not to accept the coverage we offer you will be required to confirm to us in writing that you are declining coverage. In addition, any items that you wish to include in your insurance coverage that were not purchased through us will require documentation confirming proof of purchase (a copy of your receipt). We can confirm quoted insurance prices for 14 days. Price is subject to change until paid in full.

Amendments: Amendments are permitted for a charge of \$25 per person. All booking amendments after confirmation must be in WRITING, including but not limited to changes to dates of travel, passenger names, touring and hotels. In some instances, amendments cannot be guaranteed (i.e., changes to air tickets/reservations that are governed by separate airline specific conditions). Any increase in itinerary costs due to amendments will be reflected accordingly on an updated invoice. Refund applications will also incur a minimum fee of \$25 per refund, based on the complexity of the respective refund.

Travel Documents: Travel documents will be e-mailed approximately 21 days before your departure date. If paper tickets have been issued, they will be sent via post. Documents will not be released until full payment has been received and all relevant forms are signed and returned to us. You are responsible for reviewing ALL documentation, including but not limited to invoices, itineraries, tickets, etc., provided to you upon receipt. Down Under Endeavors must be advised immediately of any discrepancies in the documentation and does not accept any responsibility for any discrepancies or errors if Down Under Endeavors is not notified of same within 7 days of your receipt of the documents.

Lost Vouchers/Air Tickets: We will assist you in replacing lost vouchers/air tickets, but assume no liability for these lost items.

Delay: We regret that we are unable to assist with delays to either outbound and/or inbound flights. The airline concerned may, however, be able to provide alternative flights.

Unused Vouchers/Air Tickets: Any portion of your package that is not used is non-refundable.

Schedule Changes: We recommend that you contact the appropriate airline 24 hours prior to departure. Please note that international flights now require a minimum check in time of 2 - 2 ½ hours. We will make every effort to advise you of schedule changes prior to departure; however, we cannot be held liable for failure to notify you of such changes and will offer no compensation for expenses incurred as a result of schedule changes.

Accommodations: We reserve the right to alter at any time ground services if necessary. If possible, Down Under Endeavors will consult you directly to ensure that such substitutions are equal to or of higher quality than the original itinerary inclusions.

Passport/Visa Requirements: We will advise you of the entry requirements for the destinations that you are visiting and issue selected entry permits. It is your sole responsibility to check with the respective consular offices for any additional requirements. Such requirements (which we DO NOT determine) are often based upon nationality as shown in your passport and the existence of a criminal record. Some destinations also require a minimum of 6 months validity on your passport from the date you are due to DEPART the respective country. An ETA (Electronic Travel Authority) is issued for entry for most passport holders to Australia. An ETA is only a permit that grants preliminary approval to enter Australia. If you have a criminal record you MUST contact an Australian Consular office to obtain complete details of entry requirements.

Special Requests: We shall afford all due care in assisting with your individual special requests; however, we cannot and do not guarantee that such special requests will be granted. We ask that all such requests be made in writing at the time of making the original booking. Please include requests for frequent flyer updates to bookings, non smoking rooms, special dining requirements, and any special accessibility requirements. Although we can pre-assign seats with airlines in selected circumstances, such seat requests are not guaranteed and are subject to change at airport check in, solely at the discretion of the airline and often without prior notification.

Force Majeure: In these Booking Conditions 'force majeure' means any event which we or the supplier of the service(s) in question could not, even with all due care, foresee or avoid. Such events are likely to include war, or threat of war, terrorist activities, civil strife, riots, industrial action, disease, natural or nuclear disaster, fire, adverse weather conditions, closure of airports or ports, government action and all similar events. We cannot and do not accept liability where the performance or prompt performance, of our contractual obligations is prevented by reasons of circumstance amounting to 'force majeure'.

Print Name:

Signature:

Date: